

Customer Services

Level 3



Who would benefit from this NVQ?

The level three Customer Services NVQ is aimed at learners with some experience of working in a customer-facing environment. You will be able to respond to customer issues at a strategic level, suggesting improvements to customer service strategy and helping in their implementation.

What does the NVQ cover?

Learners are required to complete two mandatory units, plus 30 credits' worth of optional units - choosing at least one unit from each of the four groups:

Mandatory units

- Understand customer service (6)
- Understand the rules that impact on improvements in customer service (6)

Impression & Image (selection)

- Deal with customers face to face (5)
- Make telephone calls to customers (6)
- Deal with customers in writing or electronically (6)
- Use customer service as a competitive tool (8)
- Organise the promotion of additional services or products to customers (7)

Delivery (selection)

- Organise the delivery of customer service (6)
- Improve the customer relationship (7)
- Plan, organise and control customer service operations (10)
- Review the quality of customer service (8)

Handling problems (selection)

- Resolve customer service problems (6)
- Customer service in difficult situations (6)
- Applying risk assessment (10)
- Process customer service complaints (6)

Development & improvement

(selection)

- Develop customer relationships (6)
- Support improvements (5)
- Lead a team (7)
- Gather, analyse and interpret customer feedback (10)

Course overview

Qualification:	Certificate
Credits:	40+
Duration:	Varies
Learning:	In the workplace
Assessment:	Assessor

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